

## **SECTION 16**

### **PINELLAS COUNTY PURCHASING CARD PROGRAM GUIDELINES**

#### **16.0 INTRODUCTION**

The Pinellas County PURCHASING CARD Program is designed to improve efficiency in processing low dollar purchases from any vendor that accepts a credit card. Authorized travel expenditures for designated employees may be procured with the purchasing card.

This program will allow the cardholder to purchase approved commodities and services directly from vendors. Each PURCHASING CARD is issued to a named individual and Pinellas County is clearly shown on the card as the Governmental buyer of goods and services.

The Purchasing and Finance Departments will monitor the performance of the program.

#### **16.1 PURPOSE**

- A. To establish policies and procedures pertaining to acquisitions in support of local purchase requirements using the state of Florida's PURCHASING CARD Program. The purpose of these policies and procedures is to accomplish the following:
  - 1. To provide an efficient method of purchasing and paying for goods and services not exceeding \$5,000, except as otherwise pre-approved. Fixed assets \$1000 and over must be placed on a Purchase Order.
  - 2. To ensure PURCHASING CARD purchases are in accordance with the County's code, policies and procedures.
  - 3. To ensure that the County bears no legal liability from inappropriate use of PURCHASING CARDS.
  - 4. To provide for disciplinary action if the PURCHASING CARDS are misused.
  - 5. In addition, to provide for the payment of authorized travel expenditure for designated employees (See 16.4(F)1).
- B. The policies and procedures provided herein are minimum standards for Departments. Departments may establish additional controls if necessary.

#### **16.2 RESPONSIBILITIES**

- A. The Director of Purchasing shall:
  - 1. Assume overall responsibility for administering the PURCHASING CARD program.
  - 2. Designate approving officials.

## 16.2

### RESPONSIBILITIES - Continued

3. Establish purchase procedures.
  4. Inform Directors when situations involving improper use of the PURCHASING CARD arise.
  5. Revoke the delegation of purchasing authority and the purchase card as required.
  6. Ensure coordination with the Finance Department.
- B. The **Department Director** will:
1. Designate departmental representatives.
  2. Establish internal control and billing statement review and approval procedures.
  3. Request PURCHASING CARDS for appropriate personnel within department.
  4. Handle situation involving improper use of PURCHASING CARDS by department personnel.
  5. Designate approving authority and ensure that approval for travel is authorized by a department director or appointing authority, of the employee requesting travel leave in accordance with the reviewing authority.
- C. A designated departmental representative will:
1. Comply with the procedures set forth in these PURCHASING CARD Guidelines.
  2. Review cardholder logs and forwards the billing statement to approval authority for approval and then to Finance for payment. Cardholder logs must be signed by parties, the cardholder and the reviewing authority.
  3. Approve the consolidated cardholder logs, receipts, and statements for payment three (3) working days prior to the 18<sup>th</sup> of each month. For example, if the 18<sup>th</sup> falls on a weekend or a holiday, the Bank due date is the working day prior to the 18<sup>th</sup>.
  4. Serve as liaison with the Purchasing Department.
  5. Monitor all disputed purchases, credits or billing errors. Disputes or errors, which cannot be resolved, will be referred to the **PURCHASING CARD MANAGER**.

## 16.2 RESPONSIBILITIES – Continued

- D. Cardholder will:
1. Hold and secure card
  2. Order materials and services
  3. Collect and save sales receipts
  4. Match receipts with Bank statement
  5. Obtain credit memo from merchant
  6. Review charges with department P-Card Representative
  7. Identify disputed items
  8. Comply with Policy and Procedures
  9. Notify Bank of any unauthorized charges (possible fraud)

## 16.3 POLICIES AND PROCEDURES

- A. Assignments and Control of the PURCHASING CARD
1. Requests for and Issuance of PURCHASING CARDS
    - a. All requests for PURCHASING CARDS must be made by the Department Director or designee.
    - b. PURCHASING CARDS will be issued to individual employees who frequently purchase goods in purchase amounts of \$5,000 or less, as allowable per Section 2-179(c) per County Code.
    - c. The PURCHASING CARD will have the employee's name, County name and tax-exempt number, and the expiration date embossed on the face of the card.
    - d. All requests for new cardholders or for changes to current cardholders must be made by submitting a request form to the Director of Purchasing, PURCHASING CARD Program Manager or designee. **No accounts may be established until both approving officials complete and sign the required form.**
    - e. When the Purchasing Card Manager receives a PURCHASING CARD from the issuing institution, the cardholder will be required to personally take receipt of the card and sign a Cardholder Agreement Form. The cardholder will be given a copy of the PURCHASING CARD Policies and Procedures guide and an oral review of the program. In the signing of the Cardholder Agreement Form, the Cardholder acknowledges he/she has read and understands the policy and procedure.
    - f. The Purchasing Card Program Manager will notify the requesting department and the Finance Department upon the issuance of all PURCHASING CARDS.

## 16.3 POLICIES AND PROCEDURES – Continued

### B. Training

All Departmental cardholders are required to complete a mandatory training course that covers policy and administration procedures for PURCHASING CARD use, the reporting and payment process, small purchase procedures, procurement integrity, PURCHASING CARD security and Cardholder Agreement Form (see Appendix C1). To schedule this training, contact the Purchasing Department.

## 16.4 PURCHASING CARD SECURITY

### A. Safeguarding the PURCHASING CARD

It is the cardholder's responsibility to safeguard the PURCHASING CARD and the account number at all times. The cardholder must take reasonable precautions to protect the card and the account number from loss or theft. Only employees designated by the Department shall use the PURCHASING CARD. A violation of this trust will require the card to be taken from the department with the possibility of subsequent disciplinary action in accordance with established Personnel Rules. (See Subsection 16.2 A[5]).

### B. Lost or Stolen Cards

1. **Reporting lost card to the issuing institution:** If a card is lost or stolen, **the cardholder** should immediately notify **the issuing institution** at the **appropriate address and/or** department director.
2. **Reporting Lost Cards to the Departmental Representative:** The **cardholder and/or** department director shall also notify the approving official of a lost or stolen card within one **(1)** work day after discovering the card missing.
3. **Reporting to PURCHASING CARD Program Manager:** The approving official will submit a written report to the **Purchasing Card Program Manager** within two (2) working days. The report shall include:
  - a. The PURCHASING CARD number
  - b. Cardholder and department name
  - c. The date and location of loss
  - d. If stolen, date reported to Sheriff and report number. In order to report a Stolen card to the Sheriff, call 727/582-6200 and give details to the Emergency Complaint Writer. They will provide further instructions.

## 16.4 PURCHASING CARD SECURITY – Continued

### 3. Reporting to PURCHASING CARD Program Manager: - Continued

- e. Date and time the issuing institution was notified
- f. Any purchases made on the day the card was lost/stolen
- g. Any other pertinent information

### 4. Issuance of Replacement Card:

The **issuing institution** will mail a new card within five (5) business days of the request for replacement. If the original card is found after it has been replaced, the department director should cut the original card in half and submit it to the Purchasing Card Manager.

### 5. Merchant Notification of Lost, Stolen or Canceled Cards:

Merchants who have the Cardholder's card number on file (e.g., subscriptions, mail order and telephone order) should be contacted to ensure that they update their records to reflect that the card was lost, stolen or canceled and that the account number on file is destroyed. All contacts should be documented, in writing, and shall be sent to the issuing institution and the Purchasing Card Manager.

## C. Termination or Transfer of Cardholder

1. When an employee ends his or her employment, changes job status, is transferred to another department, or misuses or untimely approves transactions, the Department Director must collect the PURCHASING CARD, cancel and destroy upon Cardholder termination of employment, or earlier if appropriate. The department must then document reason for destroying the card and submit the destroyed card to the Purchasing Operations Manager.
2. If the Department is unable to collect the PURCHASING CARD when an employee is terminated, or for any other reason, the Department Director must immediately notify the Purchasing Card Manager. The Purchasing Card Manager will ensure that the card is canceled.

## 16.4 PURCHASING CARD SECURITY – Continued

### D. Authorized Use of the Card

1. **Cardholder Use Only**: Only the employee whose name is embossed on the PURCHASING CARD may use The PURCHASING CARD. **NO OTHER PERSON IS AUTHORIZED TO USE THE CARD.** Use of card will be limited as to commodities and services that can be purchased and to vendors that accept VISA cards. Under certain circumstances, the codes can be revised to allow an optional purchase.
2. **County Purchases Only**: The PURCHASING CARD is to be used for authorized County purchases only. The PURCHASING CARD may be used only within the limitations of the threshold amount of \$5,000 for small purchases requiring no quotes and travel related expenditures, as provided in 16.4 F.
3. **Misuse of Card**: **THE PURCHASING CARD CANNOT BE USED FOR ANY PERSONAL USE AND ANY SUCH USE WILL REQUIRE IMMEDIATE REIMBURSEMENT AND COULD RESULT IN A DISCIPLINARY ACTION UP TO AND INCLUDING DISMISSAL.**
4. **Single Purchase**: The total cost of any transaction must not exceed the established single purchase limit. A single purchase may be comprised of multiple items purchased in one transaction. All items purchased to meet a single requirement must be purchased in one transaction. **A single purchase shall not be split into two or more transactions to stay within the single purchase or cardholder limit. Any cardholder in violation of this requirement may be subject to forfeiture of the use of their purchasing card upon investigation and proof of the infraction.**
5. **Availability of Items**: All items/services purchased with the PURCHASING CARD over the counter must be available immediately. The department director or designee must inform the merchant that the transaction may not be charged to the PURCHASING CARD account until the items or services are shipped.
  - a. **Over the Counter Purchases**: All items/services purchased over the counter must be obtained by the cardholder at the time of the purchase. Items/services that are not available at the time of purchase may not be included in the purchase for later pickup.

## 16.4 PURCHASING CARD SECURITY – Continued

### D. Authorized Use of Card - Continued

#### 5. Availability of Items - Continued

- b. **Telephone Orders**: All items ordered by telephone with the PURCHASING CARD must be available to be delivered in a single delivery. If part of an order is not completely available, do not order from that vendor until there is 100% of the order stocked.

The department director or designee must instruct the merchant to charge the PURCHASING CARD account at the time of shipment, so that the items are received before the charge appears on the statement of account. When making a telephone order the merchant must include a sales slip with the order. Telephone orders shall not be placed without this assurance.

- c. **Purchases exempt from sales tax**: All purchases made by telephone or over the counter are tax-exempt. The department director or designee must inform the vendor that the purchases are for official County purposes and are not subject to state or local sales tax.

### E. Prohibited Purchases

Unless otherwise permitted by the Director of Purchasing under general circumstances, the PURCHASING CARD shall not be used for the following:

1. **Cash Advances**: not permitted under any circumstances
2. Rental or lease of land or buildings
3. Utilities (i.e., telephone services, telephone calls)
4. Purchase of Professional or Personal services

Professional Service: shall be any service that entails considerable planning, expense, and consultation with any individual who in order to conduct such service, requires a professional degree or whose service is reasonably believed to be of the nature of a professional service. Examples of professional services include, but are not limited to, architectural, engineering, land surveying, legal, medical, teacher, and accounting.

Personal Service: shall be any service to any cardholder, whose benefit insures to the cardholder individually and not to any department, branch, or interest of the County. Examples of personal service include but are not limited to, individual gasoline purchases, personal mail service, or any other purchase that could be reasonably viewed as a purchase of a service for an individual employee's personal benefit.

## 16.4 PURCHASING CARD SECURITY – Continued

### E. Prohibited Purchases – Continued

5. Recurring maintenance, rental or lease of equipment that exceed \$5,000.00 per year.
6. Any other items currently under a master contract or prohibited from purchase by County policies unless approved by the Director of Purchasing
7. Travel related expenses (airline tickets, hotels, seminars, workshops, conferences, etc.) Additional items may be approved when deemed necessary, unless otherwise approved under 18.4 F.
8. Alcoholic beverages, tobacco products
9. Entertainment expenses
10. Membership Fees, except those organizations that have been certified with open records.
11. Fixed Assets over \$1,000.00
12. Merchants Rebate – purchases that merchants offer a rebate for must be processed through a Purchase Order.

### F. Permitted Travel Expenditures via the Purchasing Card for employees with designated travel allowance on their Purchasing Card.

The following purchases are permitted with the purchasing card ONLY for authorized travel expenditures:

1. Travel related expenditures (hotels, seminars, workshops, conferences, car rental, etc.)
2. Entertainment expenses for county agencies as authorized by Florida Statute Sections 125.0104 (Convention & Visitors Bureau, 125.045 (Economic Development) and 159.47 (Industry Development Authority).
3. Utilities (i.e., telephone services, telephone calls)
4. Rental or lease of land or buildings
5. Recurring maintenance, rental or lease of equipment

## 16.5 PROCEDURES FOR MAKING AND PAYING FOR PURCHASES

### A. Procurement Card Activity Log

1. An activity log must be used to track purchases made using the purchasing card. An activity log should be maintained by each cardholder showing the cardholder name, card account number, department, description of each item purchased, date of purchase, vendor information, etc. (See Appendix C-2).
2. The activity log should be used to reconcile purchasing card purchases which appear on the monthly Statement of Account. The activity log should be kept in a location, which is accessible to the departmental representative. This log can be used to verify purchases made by cardholders during the month in the cardholder's absence. Reconcile the statement to the Activity Log and note any errors.

### B. Documentation for Over-the-Counter Purchases

1. When an over-the-counter purchase is made, the cardholder must obtain the customer copy of the charge slip and an invoice or receipt specifically describing each item purchased.
2. The charge slip will be retained by the cardholder until it is forwarded to the department representative or department director.

### C. Telephone Orders

When placing a telephone order, the cardholder must confirm that the vendor will charge the PURCHASING CARD when shipment is made so that receipt of the commodities may be certified on the monthly Statement of Account. The customer copy of the charge slip must be mailed or picked up by the cardholder.

### D. Missing Documentation

If for some reason the cardholder does not have documentation of the transaction to send with the statement, the cardholder must attach a description of the purchase. **Continued incidents of missing documentation may result in the cancellation of the employee's PURCHASING CARD by the Director of Purchasing.**

## 16.5 PROCEDURES FOR MAKING AND PAYING FOR PURCHASES - Continued

### E. Payment and Invoice Procedures

#### 1. Distribution of Billing Statements

- a. The PURCHASING CARD issuing institution will post statements through the EDI system for all purchasing card transactions.

The issuing institution will also mail or post on the internet website individual cardholder statements and a consolidated summary billing to Finance. The Departments are is responsible for electronically distributing an individual billing statement to each cardholder.

- b. The Statement of Account will list all transactions processed during the previous thirty (30) days.
- c. If no purchases were made on the PURCHASING CARD during the billing cycle, no Statement will be generated unless adjustments for previously billed transactions (credit) have been processed during that cycle.

#### 2. Cardholder Responsibility:

- a. Reconcile the statement to the activity log and note any errors.
- b. Attach card charge slips/receipts, and activity log for all items listed on the statement.
- c. Write account numbers for each item (or account numbers and total dollar amounts for groups of items) on the face of statement.
- d. Under extenuating circumstances should a cardholder be unavailable, at the time of reconciliation (annual/administrative leave, etc.), the activity log sheet should be signed with full formal name, prior to when the leave takes place and submitted to the card coordinator.

The card coordinator, or authorized designee shall sign the activity log/statement pertaining to that particular cardholder on leave, reconcile the activity log and statement with receipts, and forward to Finance within the required time frame to process payment.

The cardholder should sign the activity log sheet upon return to work via the card coordinator, authorized designee, or Finance division.

## 16.5 PROCEDURES FOR MAKING AND PAYING FOR PURCHASES - Continued

### E. Payment and Invoice Procedures - Continued

2. Cardholder Responsibility: - Continued
  - e. Recordkeeping – Cardholder is responsible to obtain an Itemized Merchant Sales (charge) receipt (i.e., purchase documentation that identifies items purchased and amount paid for each item) other back-up material is kept and filed with the reconciliation documents. Other documentation may include shipping documents and bills of lading. All documents and records must be maintained in accordance with appropriate Florida laws.
  - f. Cardholder Purchasing Card transaction limit on purchases of commodities or services is \$5000 per transaction. Any charge over this limit may be considered a violation to this policy. A violation will require the card be taken from the department with the possibility of subsequent disciplinary action in accordance with established Personnel Rules.
3. Departmental Representative Responsibility:
  - a. Review all charges for appropriateness (items purchased amount and vendor) and proper authorization and ensure all charges are proved by attached receipts or signed documentation. Ensure purchases were necessary and for official use.
  - b. Approve by legibly signing all statements and forward the statements with supporting documentation to the Finance Division within three (3) working days after receipt to ensure prompt reconciliation.
  - c. If any purchase(s) are questioned as to appropriateness, report items to the Department Director before forwarding to the Finance Division.
  - d. Should the original bank statement be delayed or not received by the card coordinator or authorized designee, an electronic report copy of the cardholder's bank statement may be used to reconcile and forward for payment to Finance.
  - e. The card coordinator, or authorized designee, must approve all activity log sheets ("reviewed by") and/or statements where applicable. If the cardholder is absent at the time of the purchasing card reconciliation, a note to Finance explaining why the cardholder did not sign the log is required.
  - f. A higher authority (supervisor, director, assistant county administrator, etc.) must approve each cardholder's statement. A cardholder shall not approve his/her purchasing card statement – a matter of internal control.

## 16.5 PROCEDURES FOR MAKING AND PAYING FOR PURCHASES - Continued

### E. Payment and Invoice Procedures - Continued

3. Departmental Representative Responsibility - Continued
  - g. All items purchased may be classified under one account entitled "Commodities and Services Purchasing Card" - Account Number 5510030 and "Capital Purchase" - Account Number 5640030 for equipment or 5620030 for building, unless the department prefers a more detailed breakdown. Sign the activity log sheet with full formal name and send with supporting documentation to the card coordinator or designee, authorized by the Department Director, to be immediately reviewed and approved for payment and forwarded to the Finance Division. The cardholder's statement, activity log and documentation are to be received by Finance at least three (3) working days prior to the 18<sup>th</sup> of each month to allow pre-audit before the monthly statement is paid.
4. Department Director Responsibility:
  - a. When purchases are questioned, the Department Director or designee will be responsible for resolving the issue with the cardholder. If the Department Director or designee cannot be satisfied that the purchase was necessary and for official use, the cardholder must either provide a credit voucher proving the item(s) were returned for credit or a personal check for the full amount of the purchase. Checks must be sent to the Finance Division with an explanation and account number.
  - b. Repeated misuse of the procurement card will result in the revocation of the card. Employees incorrectly using their PURCHASING CARDS will be disciplined by the Department Director and/or the Personnel Director in accordance with the Unified Personnel System Rule XXIV including, but not limited, sections XXIV.J. (10), intentional falsification of records; (12) intentional destruction or misuse of property or equipment, (14) unauthorized use of County equipment or property, (27) that the employee has misappropriated County funds, appropriated County property for personal use, or illegally disposed of County property. In addition, the employee may be personally liable to the County for the amount of any non-approved purchases and may be subject to legal action by the County. Also see Subsections 18.2A(5) and 18.4(A).
5. In the absence of the departmental representative, the department director or designee may review and approve the monthly statement. In instances when none of the above are available, an Assistant County Administrator or the County Administrator may review and approve purchases so payment deadlines can be met.

## 16.5 PROCEDURES FOR MAKING AND PAYING FOR PURCHASES - Continued

### E. Payment and Invoice Procedures - Continued

6. The Finance Division will make sure that:
  - a. The consolidated statement received is reconciled against the individual cardholder statements forwarded from the Departments and ensure that the purchasing card charges are paid timely upon receipt from the Departments.
  - b. Department Directors and Purchasing Card Manager will be notified when individual statements are not received in the allotted time.  
**Continued failure to meet the three (3) work day deadline may result in the revocation of the PURCHASING CARD(S) at the discretion of the Director of Purchasing.**

### F. Disputed Charges

1. If the statement contains an error or item or transaction for merchandise that has not yet been received, the cardholder must first attempt to resolve the problem with the merchant by requesting a credit.
2. If items purchased with the purchasing card are defective, the cardholder must return the item(s) to the vendor within ten (10) working days for replacement or credit. If the service paid for with the purchasing card is faulty, the vendor must be notified and asked to correct the situation or provide a credit. If the vendor refuses to replace or correct the faulty item or service, the purchase will be considered in dispute. Any action taken under this provision shall be documented in writing.
3. A disputed item must be explained with a note on the cardholder's Statement of Account before the statement is forwarded to the Finance Division for payment.
4. It is essential that the time frames and documentation requirements established by the purchasing card issuer be followed to protect the cardholder right to dispute. Dispute policies and procedures issued by the purchasing card issuer will be provided at the time PURCHASING CARDS are issued to cardholders.

## 16.6 PROCUREMENT OF TRAVEL AND RELATED EXPENDITURES VIA THE PURCHASING CARD

- A. Department Directors and other officials under the jurisdiction of the Board may utilize the purchasing card to procure travel and related expenses (i.e., hotel, conference registrations, hotel parking, etc.). The purchasing card shall not be used for personal travel under any circumstance. Any employee in violation of this policy shall be responsible for reimbursing the County, cancellation of the purchasing card, and subject to disciplinary action in accordance with Rule XXIV (Discipline) of Pinellas County Personnel Rules.
- B. The following additional procedures should be followed when using the Purchasing card for travel related expenditures:
1. Completed Travel Form A1 must be submitted to the Finance Division, with the appropriate signatures as soon as the travel arrangements are anticipated. The Purchasing Card block must be checked to indicate that airfare, registration or hotel will be paid for with the purchasing card. Write "Purchasing Card" in the "Date needed by:" space. Backup documentation must include the Estimate of Travel Costs form with an indication of which category will be paid for with the purchasing card. Conference brochures, itineraries, or other reference material must also be included to document the cost of travel expenses that will be paid in advance with the purchasing card.
  2. Travel Form D – if there is a disbursement for registrations and the Form A indicated the payment was made with a County Purchasing Card and no other disbursements are to be requested, a copy of Form D will not be required with the cardholder reconciled paperwork since there will be no further expenses.
  3. Items that can typically be procured with the purchasing card are:
    - a. Lodging – Only a single rate should be charged. If hotel will not accept Tax Exempt Certificate, the applicable tax may also be charged to the purchasing card.
    - b. Rental cars – Most economical type of vehicle
    - c. Conference/Workshop/Seminar/Registration
    - d. Business telephone calls – substantiated (as applicable-Section 16.4 F)
  4. Items that are typically prohibited:
    - a. Meals – Except for designated departmental personnel (as applicable in Section 16.4 F)
    - b. In-room movies
    - c. Gasoline (unless authorized)

## **16.6 PROCUREMENT OF TRAVEL AND RELATED EXPENDITURES VIA THE PURCHASING CARD - Continued**

### **B. The following additional procedures should be followed when using the Purchasing card for travel related expenditures – Continued**

- d. Any other item usually prohibited by Board of County Commissioners Travel Guidelines.

All travel shall be in compliance with the travel policy. Prior approval of travel must be obtained to utilize the purchasing card for reservation(s) of travel expenses. The Purchasing Director has the authority to cancel any cardholder's purchasing card immediately upon verification of misuse. There are not exceptions to the application of this policy to any employee, unless otherwise approved. The Purchasing Director is responsible for reporting such incidents to the County Administrator, Employee Relations, Personnel, Department Director, and Cardholder.

## **16.7 EMERGENCY CARDS**

There may be situations when an employee only needs a PURCHASING CARD due to job duties associated with natural or other disasters or other unforeseen circumstances. The emergency Purchasing Card feature provides a card for these situations and may be set up and activated when needed. In emergency situations, the Director of Purchasing/Assistant Director, or County Administrator/Designee can activate the account immediately. Once the emergency situation is over, the Purchasing CARD is deactivated.

## **16.8 MERCHANT SIGN-UP**

It is important to the success of the Purchasing Card Program that merchants interested in doing business with the County of Pinellas via the PURCHASING CARD receive assistance in doing so. If merchants currently accept VISA credit cards they are already equipped to accept Pinellas County's PURCHASING CARD. A merchant who is not currently accepting VISA credit cards should contact their Financial Institution.

## **16.9 RECONCILIATION OF CHARGE RECEIPTS**

Each Department will reconcile PURCHASING CARD reports against merchant receipts no less than monthly. Any suspicious or abnormal card usage found during the reconciliation process should be reported to the Purchasing Department Manager.

Cardholder should reconcile transactions as they are received. Any discrepancies found should be resolved with the merchant. If a resolution cannot be reached with the merchant, the transaction should be disputed through the Purchasing Card issuing Financial Institution by processing a dispute form through the Purchasing Department

## **16.10 PURCHASE DENIED AT POINT OF SALE (“SWIPE”) MACHINE**

- A. On occasion a Cardholder may attempt to purchase items from a merchant and the purchase may be denied. In most cases, the information regarding the reason for denial will be available the next day after the purchase is attempted. Some of the most common reasons for denial are:
1. The Cardholder has attempted to make a purchase from a merchant whose Merchant Category Code (MCC) is not authorized under the Agency or Cardholder's profile. Purchasing Card issuing Financial Institution monitors PURCHASING CARD usage. Attempts to purchase goods/services from blocked Merchants are reported to the Agency PCPC.
  2. The purchase from the merchant may be greater than the Cardholder's single transaction limit and the purchase from the merchant may place the Cardholder over their authorized daily, monthly, or cycle limits.

## **16.11 RECORD KEEPING**

Itemized Merchant Sales (charge) receipts (i.e., purchase documentation that identifies items purchased and amount paid for each item) other back-up material is kept and filed with the reconciliation documents. Other documentation may include shipping documents & bills of lading. All documents and records must be maintained in accordance with appropriate Florida laws.

## **16.12 REPORTS**

Reports available from Purchasing through the Purchasing Card issuing Financial Institution Reporting System Software include aging reports and reconciliation reports, which indicate, disputed charges. Additionally, Purchasing Card charges, credit and payment details will be made available on Infospan or software reporting system.

## **16.13 TAXES**

- A. Purchases made in Florida and for use in Florida are exempt from Florida Sales and Use taxes. The County's tax-exempt identification number is printed on the face of the PURCHASING CARD and should be sufficient information for the merchant to honor the tax-exempt status of the Purchasing Card.
- B. Purchases made in other states are generally subject to that state's sales tax. Examples include supplies purchased either while traveling or for use in that state.
- C. As with all County purchases, the Cardholder must be diligent when dealing with the merchant regarding taxes. The Cardholder will be unable to dispute taxes charged since the PURCHASING CARD **Issuing Institution** cannot process a charge back to the merchant for taxes.

## 16.14 INSURANCE REQUIREMENT

- A. Any services to be performed on County premises require a current Certificate of Insurance (blanket, if possible) in order to proceed with a purchase order for services required by Pinellas County. The Certificate of Insurance should cover the following:

**Workers Compensation** in at least the limits as required by law; **Employers' liability Insurance** of not less than \$10,000 for each accident.

Comprehensive **General Liability Insurance** including, but not limited to, Independent Contractor, Contractual, Premises/Operations, Products/Completed Operation and Personal Injury covering the liability assumed under indemnification provisions of this Contract, with limits of liability for personal injury and/or bodily injury, including death, of not less than \$500,000, each occurrence; and property damage of not less than \$100,000, each occurrence. (Combined Single Limits of not less than \$500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, and the policy shall include **Broad Form Property Damage** coverage, and **Fire Legal Liability** of not less than \$50,000 per occurrence, unless otherwise stated by exception herein.

**Comprehensive Automobile and Truck Liability** covering owned, hired and non-owned vehicles with minimum limits of \$500,000 each occurrence, for bodily injury including death and property damage of not less than \$100,000 each occurrence. (Combined Single Limits of not less than \$500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards.

**Professional Liability Insurance** (including **Errors and Omissions**) with minimum limits of **\$500,000** per occurrence, if occurrence form is available; or claims made form with "tail coverage" extending three (3) years beyond completion and acceptance of the PROJECT with proof of "tail coverage" to be submitted with the invoice for final payment. In lieu of "tail coverage", CONSULTANT may submit annually to the COUNTY a current Certificate of Insurance proving claims made insurance remains in force throughout the same three (3) year period.

Pinellas County Board of County Commissioners is to be listed as an additional insured Certificate Holder.

**16.14 INSURANCE REQUIREMENT - Continued**

**B. Emergency Purchasing Card**

The County may request from the vendor performing a service to comply with Insurance Requirement and provide a Performance Bond to guarantee successful completion of the project.

**C. Certificate of Insurance Provision for Purchasing Card Travel**

Up to \$500,000 Automatic Common Carrier Travel Accidental Death and Dismemberment Insurance at no extra cost to cardholders when using the Purchasing Card, issuing Financial Institution Business Card, Corporate Card or Commercial Card account.

**16.15 NO LIABILITY OVER SINGLE PURCHASE LIMIT**

The Purchasing Card issuing Financial Institution will not hold the County liable for any transactions, which exceed the single purchase limits set by the County on the date that the transaction was authorized.

**16.16 PROTECTION FOR MISUSE UNDER SINGLE PURCHASE LIMIT**

To protect the County against cardholder use outside the scope of the employment, the Purchasing Card issuing Financial Institution will provide liability protection coverage up to \$15,000 per cardholder. (Criteria for coverage include but are not limited to, cardholder termination and notification thereof to the Institution within two (2) business days. See Appendix I - Visa Liability Waiver Claim Form.)

Also as stated above, the issuing Financial Institution would not hold the County liable for misuses if the transaction exceeds the single purchase limit established at the time of the authorization. Furthermore, the issuing Financial Institution provides many other points of sale authorization controls (single purchase limit, dollar/transaction controls, Standard Industrial Code ASIC@ controls), which can be tailored by the County to meet the individualized purchasing needs of each employee. If hard controls are not desired, the issuing Financial Institution can provide SIC exception reporting, sample policy guidelines (termination), and employee contracts that have been useful in helping other organizations deter misuse.

**16.16 PROTECTION FOR MISUSE UNDER SINGLE PURCHASE LIMIT - Continued**

Other Protection

Notwithstanding the above, the Purchasing Card issuing Financial Institution will identify and hold harmless the County, their officers and employees from any and all claims, suits, actions, liabilities, and costs of any kind (including attorney's fees), for personal injury (including death) or damage to real property or tangible personal property arising from the acts or omission of Bank of America, its agents, officers, employees, partners, or subcontractors, without limitations.

Furthermore, the County shall be entitled to and the issuing Financial Institution, shall adhere to and provide all protections offered with respect to, but not limited to, extensions of credit, credit card issuance, credit card transactions, interest, payments and settlements, as established by Federal or State law, regulation or rule, State of Florida procedure or executive order.